

# Letter of compliance



Queensland  
Government

Department of  
Housing and Public Works

13 September 2019

The Honourable Mick de Brenni MP  
Minister for Housing and Public Works  
Minister for Digital Technology  
Minister for Sport  
Level 31, 1 William Street  
BRISBANE QLD 4000

Dear Minister

I am pleased to submit for presentation to the Parliament, the Annual Report 2018-19 and financial statements for the Department of Housing and Public Works.

This report is prepared on the basis of the current administrative arrangements for the department applying for the whole of the 2018-19 financial year. That is, it reflects the structure, operations and performance of the department as it now exists.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019* introduced on 1 September 2019, and
- the detailed requirements set out in the *Annual report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be found at page 147 of this annual report.

Yours sincerely

Liza Carroll  
**Director-General**

Level 31 1 William Street  
Brisbane Queensland  
GPO Box 2457 Brisbane  
Queensland 4001 Australia

Telephone +617 3008 2934  
Website [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

# Message

## from the Director-General



The 2018–19 year has been one of significant delivery for the Department of Housing and Public Works.

Our commitment to developing responsive services supported by technology is helping us meet the changing needs of the communities we serve and keep people at the centre of everything we do.

This Annual Report highlights the department's significant role in contributing to the Queensland Government's Advancing Queensland's Priorities (AQP), both as the lead agency for *Be a Responsive Government* and as a contributor to the other five priorities.

We've worked in housing, homelessness and sport to support many AQP outcomes linked to the priorities of *Keep Communities Safe*, *Keep Queenslanders Healthy* and *Give All Our Children a Great Start*. We've continued to deliver key actions and initiatives under the *Queensland Housing Strategy 2017–2027* such as growing the supply of social and affordable housing across the state through the Queensland Housing Construction Jobs Program. Our *Open Doors to Renting Reform* consultation with Queensland renters and ongoing Housing Service Centre transformations were also game-changing achievements that demonstrated our people-centred approach to service delivery.

The new *Aboriginal and Torres Strait Islander Housing Action Plan* which was released in June 2019 strengthens our resolve and underlines our commitment to empowering Aboriginal and Torres Strait Islander peoples to achieve better housing outcomes into the future. A new 50-bed accommodation facility in Townsville for young women from remote communities to access vital education and employment opportunities as well as support for 41 families to achieve home ownership in remote communities are just two highlights from the 2018–19 year.

The groundwork for the landmark *Activate! Queensland 2019–2029* strategy was also laid throughout 2018–19, with extensive public consultation ensuring the ideas, needs and experiences of Queenslanders were heard. This strategy signals a fundamental shift in our approach to delivering sport and active recreation services and opportunities to Queenslanders. Our important work in this space will play a key role in the AQP areas of *Keep Queenslanders Healthy* and *Give All Our Children a Great Start* by promoting active and connected communities.

Our unwavering support for the building and construction industry through reform, major projects and other initiatives, including our Building and Asset Services apprenticeship program, continue to underpin our commitment to the Queensland Government's priority of *Create Jobs in a Strong Economy*.

We continued to progress reforms from the *Queensland Building Plan 2017* throughout the year, with the implementation of Phase 1 of *Project Bank Accounts* and reforms to the *Building Industry Fairness (Security of Payment) Act 2017* delivering critical improvements to the payment claims process for construction work. Important initiatives were also progressed to safeguard the public, including new plumbing and drainage laws, a Special Joint Taskforce to investigate allegations of fraudulent behaviour relating to building subcontractor non-payment in the Queensland building industry, and a requirement for building owners to complete a combustible cladding checklist.

As the Queensland Government's lead agency for the *Be a Responsive Government* AQP, providing easy access to essential government services was a key focus in 2018–19.



The talent and commitment of our people positions us strongly to deliver for Queenslanders into the future.

Joined-up services that make it easier to engage and do business with government is a key objective of the *Be a Responsive Government* priority and the *Seniors Concessions Online Service* delivered during the year is an example of this. In collaboration with the Department of Communities, Disability Services and Seniors, this innovative new service helps customers access a broad range of services via a single, easy-to-use online form.

Our agency has also successfully applied this approach across the public sector, with Queensland Shared Services' pilot of a single sign-on capability for employees, the transition of over 5,000 Queensland Ambulance Services staff to a core payroll platform and single touch payroll legislative changes in the Department of Transport and Main Roads payroll system just three examples.

Our Digital Services teams are helping to better connect communities right across the state by harnessing the latest technology to improve telecommunications. The Mobile Black Spot Program and the Queensland Government Regional Network are two initiatives that are making a tremendous difference to regional communities and ensuring faster, more responsive government services are being delivered in some of our most remote locations.

Leading-edge technology also helped enhance experiences for Queensland State Archives visitors in 2018–19, with virtual reality bringing the past to life in the innovative *Go Fish* and *Birdcage of the Bay* exhibits. A better experience for customers was similarly at the heart of Smart Service Queensland's Telephony Replacement Program, which saw a successful transition to a new digital platform.

Our leadership and experience in government employee housing, fleet management and procurement plays a key role in supporting vital government service delivery state-wide. Sixty new government residences and a further 29 residences in rural, remote and Aboriginal and Torres Strait Islander communities are helping ensure local services can be delivered where they matter. QFleet's delivery of efficient and environmentally sustainable fleet services to government agencies is another part of this network of service delivery support and is enabling us to contribute to AQP *Protect the Great Barrier Reef* through lowered emissions.

The implementation of the Queensland Procurement Policy and *Buy Queensland* procurement strategy has helped boost the state's economy through an 82% state-wide spend on local suppliers in 2018–19. The establishment of a Queensland Government Food and Beverage Supplier Directory has further helped ensure government agencies can source local suppliers for events and corporate functions. Our work in this space is another way we are making a positive contribution to the Government's AQP focus of *Create Jobs in a Strong Economy*.

Internally, we have maintained a strong focus on equipping our people with the tools, support and training they need to deliver their work and, in turn, support a high-performance culture. The health, safety and wellbeing of employees is one of our highest priorities and initiatives such as the installation of defibrillators in our workplaces, over 2,200 skin cancer checks and over 3,100 flu vaccinations demonstrate this commitment.

Our promotion of an inclusive and diverse workforce was further enhanced during 2018–19, through new cultural capability training and opportunities to participate in many inclusive and cultural events such as NAIDOC Week, Disability Action Week, and the Darkness to Daylight Challenge.

The talent and commitment of our people positions us strongly to deliver for Queenslanders into the future. Our customer-centred approach to service design and delivery supports our aspirations as a responsive agency of delivery, innovation and positive change.

These aspirations are reflected by the department's leadership team, whose support for our strategic direction and our employees provide the foundations that ensure we are making a difference to Queenslanders through our work.

**Liza Carroll**

Director-General